

Abstract of the Disclosure

5 A system for estimating call waiting time for a call in a queue takes
into account multiple queues wherein agents are shared between queues,
abandoned call history, and virtual and priority queues. The system in a
preferred embodiment is a computer-telephony integration (CTI) software
application adapted to execute on a CTI processor, which may be coupled to
switching equipment at network level in a connection-oriented, switched
10 telephony (COST) network or to a switch at call-center level, or both.

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